User Manual

BeAware Corporate Edition Admin Console Version 6.8

Ascentive LLC

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Special Features

BeAware Corporate Server records activity in a multitude of ways. From Screen captures to Chats, to email alerts. No other program offers so many easy options for monitoring computers and Internet activity than BeAware. Most of these special functions are configurable, for example setting the image resolution of Screen Captures. You will come to rely on BeAware and wonder how you were working without it.

What is BeAware Corporate Server?

BeAware Corporate Server acts like a surveillance camera for your organization. It takes screen shots and records all the activities on the monitored PC. It enables you to view the web sites visited, Internet chats, email sessions, documents created, applications used, startup and shutdown times, and games played by the user.

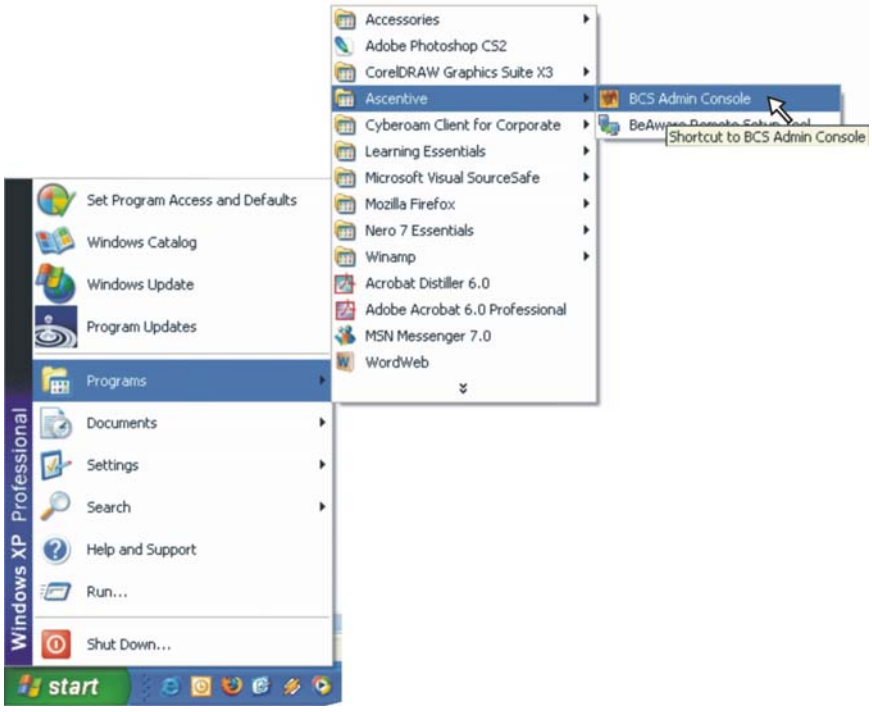
BeAware Corporate Server enables you to monitor your employees and achieve maximum productivity at work. The BeAware system makes sure that you don't miss a thing!

BeAware is compatible with Windows 98, ME, NT, 2000, XP and Windows Server 2000 and 2003.

Getting Started

START→PROGRAMS→ASCENTIVE→BCS ADMIN CONSOLE

Please Note: When using BeAware for the first time, you will need to activate your License Keys in order to use the software in unrestricted mode. Please see the License Manager Section on page 33. Until you activate your keys, you will not be able to record any remote computers, will have restricted access to the Admin



Screen Capture 1 - Getting Started

Login Screen

BeAware starts at the **LOGIN SCREEN** as shown below:

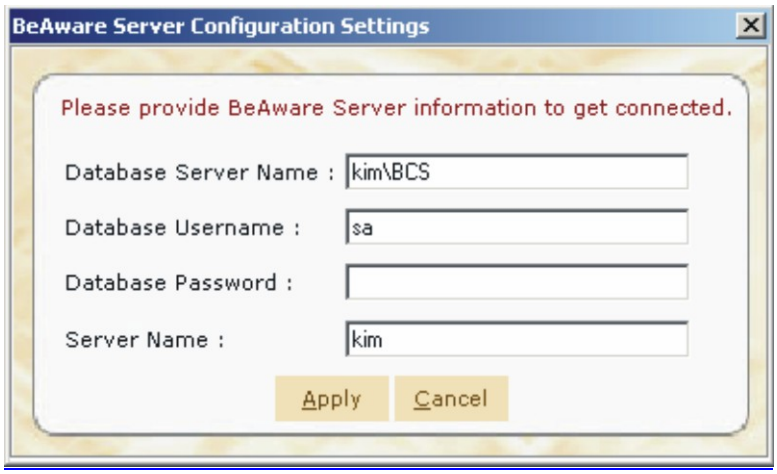
Screen Capture 2 - Login Screen

Enter the **Username** and **Password** and click on the **Login** button. This will enable you to login to the BeAware Admin Console.

Settings (For Advanced Users)

Click on **Settings** button if you want to open the BeAware Server Configuration dialog. The system by default is set for connection to the server that has been used for deployment.

Note: We recommend using the default settings to ensure BeAware functions properly.



Screen Capture 3 - Server Settings (Advance Users)

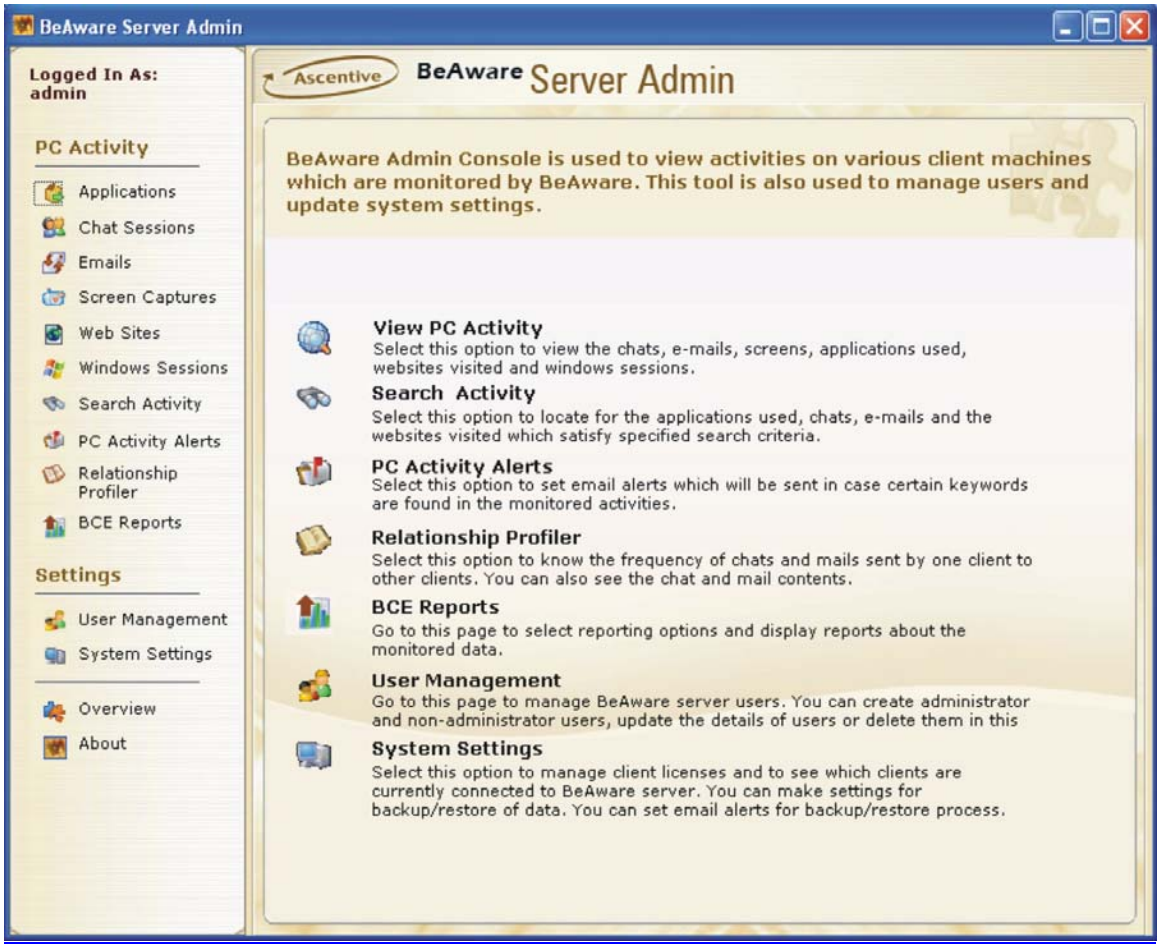
Please provide the following BeAware Server information to connect to the Server.

- **Database Server Name:** Enter **Database Server** name that you want to connect to.
  Format of the settings is as follows: [SERVERNAME]\BCS
- **Database Username:** Enter **Database Username** for the server that you want to connect to.
- **Database Password:** Enter **Database Password** for the server that you want to connect to.
- **Server Name:** Enter name of the **Server** that you want to connect to.

Click on **Apply** button to complete the BeAware Server Configuration settings.

Overview Screen

The **Overview Screen** contains shortcut to all of the tabs under **PC Activity & Settings**. By default this screen is displayed whenever you log in. These shortcuts provide you with one click access to all of the recorded information of the monitored machines.



Screen Capture 4 – Overview Screen

Note: *When the user logs in to* ***BCS Admin Console****, the Overview Screen is automatically displayed.*

Overview Screen – Left Side

The left part of BeAware screen contains **PC Activity** and **Settings** sections.

PC Activity

Following buttons are present under this section.

Applications

The **Application** button will take you to the **View Applications Launched By User** screen where you can view all programs opened by monitored users.

Chat Sessions

The **Chat Session** button will take you to the **Chat Session** screen where you can view all recorded chats.

Emails

The **Email** button will take you to the **Emails** screen where you can view all recorded sent and received email.

Screen Captures

The **Screen Captures** button will take you to the **Screen Captures** screen where you can view screen shots of all monitored computers.

Web Sites

The **Web Sites** button will take you to the **Web Sites** screen where you can view all web sites visited.

Windows Session

The **Windows Session** button will take you to the **Windows Session** screen where you can view all logins, logouts, start up, and shut downs from all recorded users.

Search Activity

The **Search Activity** button will take you to the **Search Content** screen where you can search recorded data by specific keywords.

PC Activity Alerts

The **PC Activity Alerts** button will take you to the **PC Activity Alerts** screen where you can set up email alerts for set keywords in chats, emails, applications, and web sites.

Relationship Profiler

The **Relationship Profiler** button will take you to the **Relationship Profiler** screen where you can see to whom your users are talking to in emails and chat on regular basis.

BCE Reports

The **BCE Reports** button will take you to the **BCE Reports** screen where you can see the consolidated reports based on the monitoring information.

Settings

Following buttons are present under settings section

User Management

The **User Management** button will take you to the **User Management** screen where you can set up, delete, and manage users and monitoring accounts for BeAware.

System Settings

The **System Settings** button will take you to the **System Settings** section where you can set up your License Keys, backups, and set system messages.

Overview

The **Overview** button will take you to the **Overview** screen where you can access shortcuts to the most common screens.

Overview Screen – Right Side

The right section of overview screen has following options.

View PC Activity

The **View PC Activity** button will take you to the **View PC Activity** screen where you can see all of the recorded data that has been uploaded from the monitored machines.

Search Activity

The **Search Activity** button will take you to the **Search Content** screen where you can search for keywords located in applications, chats, emails, and web site addresses.

PC Activity Alerts

The **PC Activity Alerts** button will take you to the **PC Activity Alerts** screen where you can set up alerts for system messages and keyword alerts.

Relationship Profiler

The **Relationship Profiler** button will take you to the **Relationship Profiler** screen where you can see which user is talking most of the times in emails and chats

BCE Reports

The **BCE Reports** button will take you to the **BCE Reports** screen where you can see the consolidated reports based on the monitoring information.

User Management

The **User Management** button will take you to the **User Management** screen where you can set up user accounts for BeAware.

System Settings

The **System Settings** button will take you to the **System Settings** screen where you can manage all of your system settings for BeAware.

View PC Activity

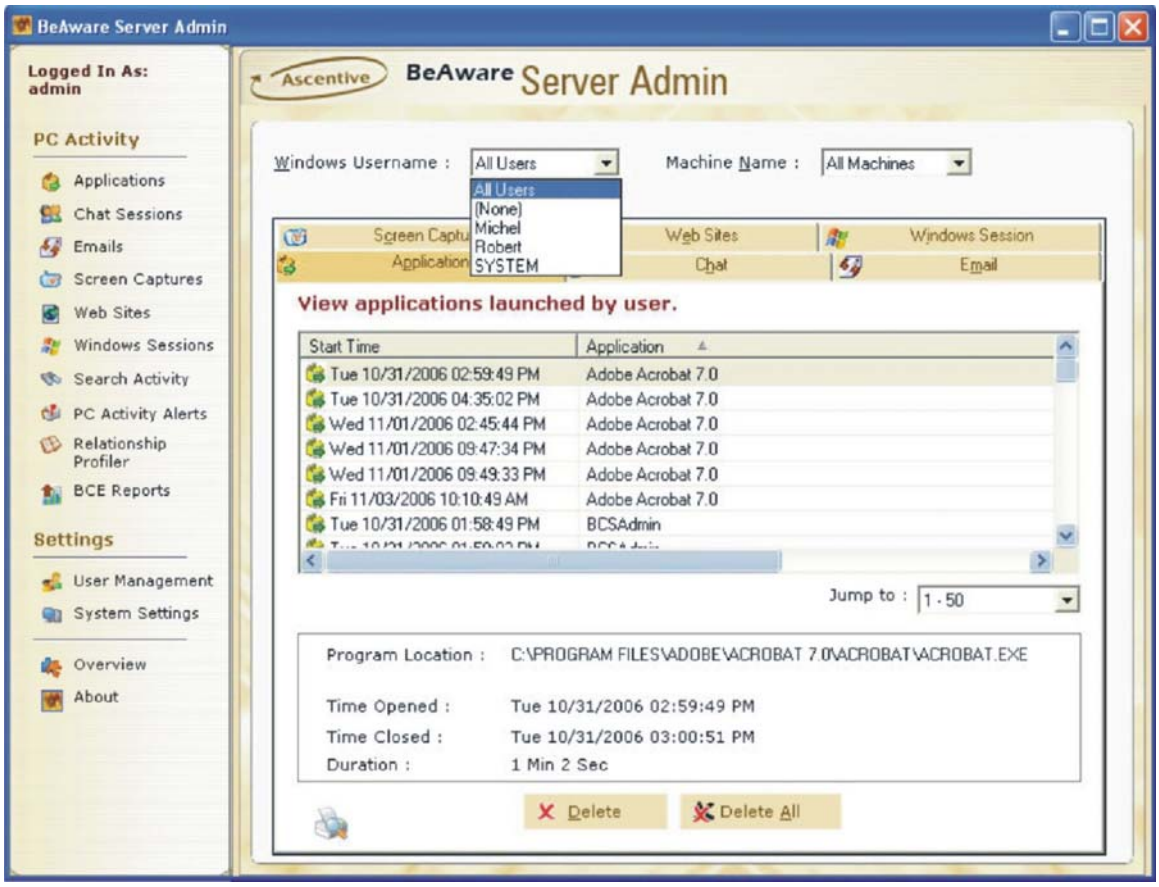
Clicking on the **View PC activity** button opens the **View PC Activity** Screen. It enables you to view the following items:

- Applications launched
- Chats
- Emails sent and received
- Screens viewed
- Websites visited
- User's login, logout and shutdown history, and Private Time activations (if this feature is turned on)

For ease of data retrival, some filtering/sorting dropdown options are provided. These are common to all of the sections of the **View PC Activity** Screen.

These are **Windows Username**, **Machine Name** and **Jump to:**

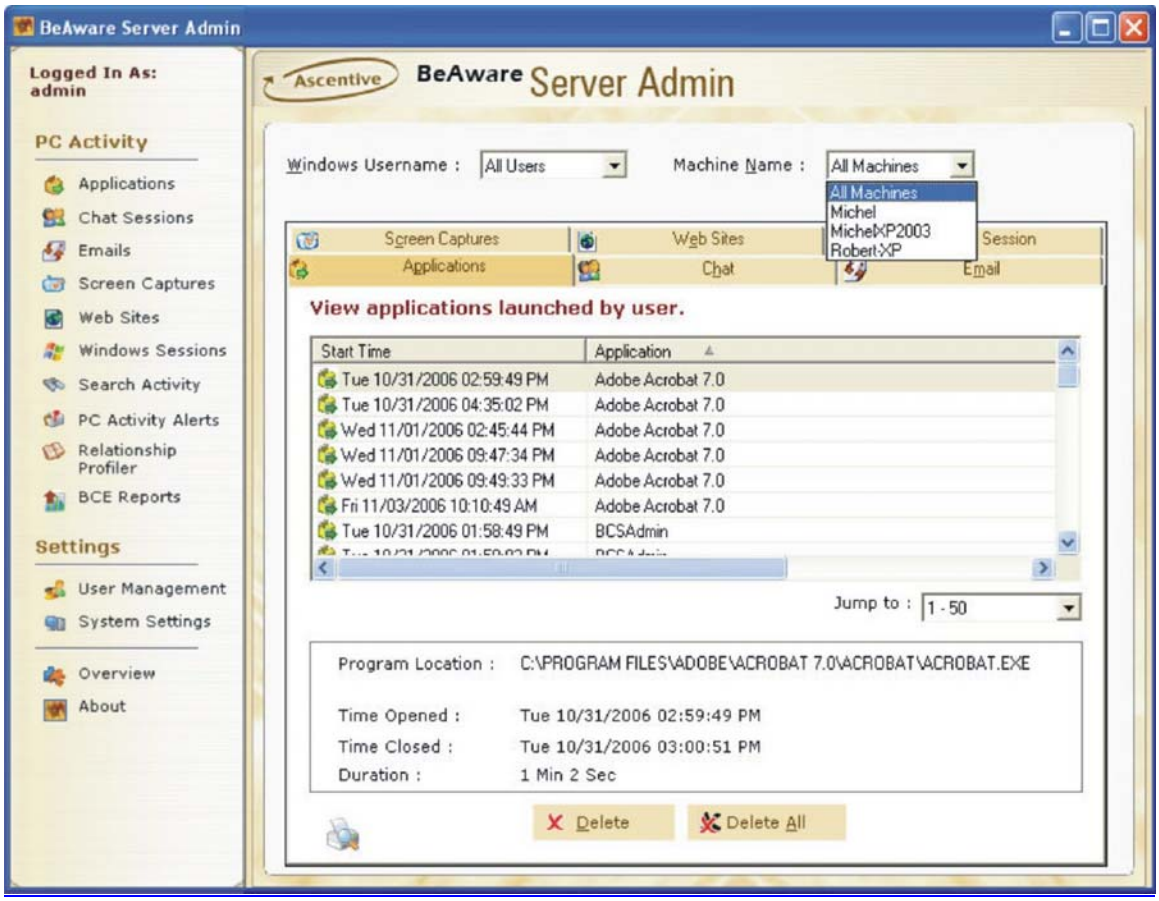
Windows Username: Click on the **Windows Username** dropdown list. It will display the names of all users whose systems are monitored by BeAware. Select the desired Windows User Name from the dropdown list. It will display the data uploaded by the specified user only.



Screen Capture 5 - Filters (Windows User Name)

Machine Name: Click on the **Machine Name** dropdown list to display the names of all the machines monitored by BeAware. Select the desired machine name from the drop down list. It will display the data uploaded from that specific machine only.

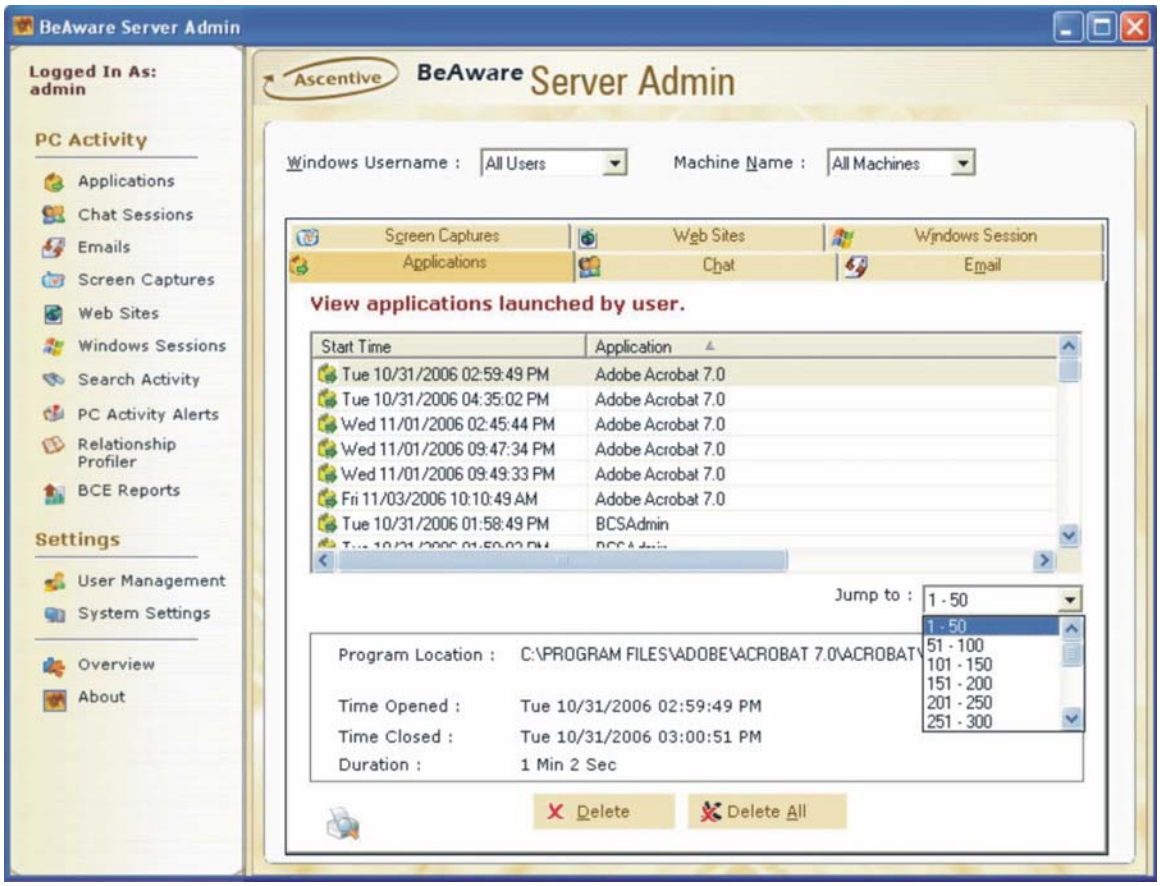
These filters can be used in combination to display the most relevant information as required by you.



Screen Capture 6 - Filters (Machine Name)

Jump to: Click on the **Jump to** dropdown list to display the specified range of entries. Each selection is broken down into 50 entries. Selecting a range takes the administrator directly to the first record of the selected range.

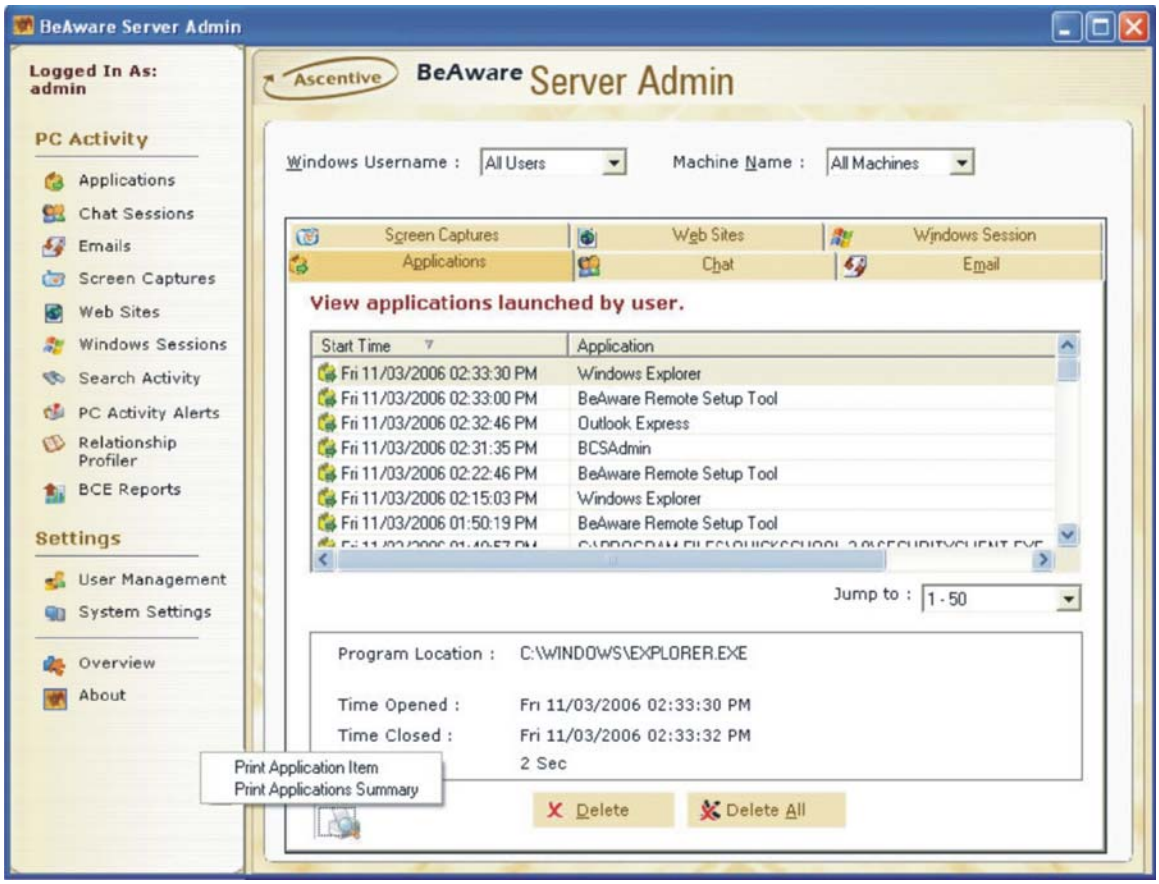
Example: Clicking on range 51-100 under Screen Captures will move to screen shots starting from 51.



Screen Capture 7 - Filters (Jump to)

Printing Information From BeAware

For saving and printing the recorded information one print button with a magnifying glass is given in the below part of the screen. This is common to all the sections of the **View PC Activity** Screen, except Screen Capture Screen. In Screen Capture Screen, it prints the currently selected image along with its details.



Screen Capture 8 – For Saving & Printing

In window of Applications/Chats/Emails you will get this print button with magnifying glass, and on clicking the button it will display two menus. One for Print Application Item and other for Print Application Summary. Select the menu desired by you.

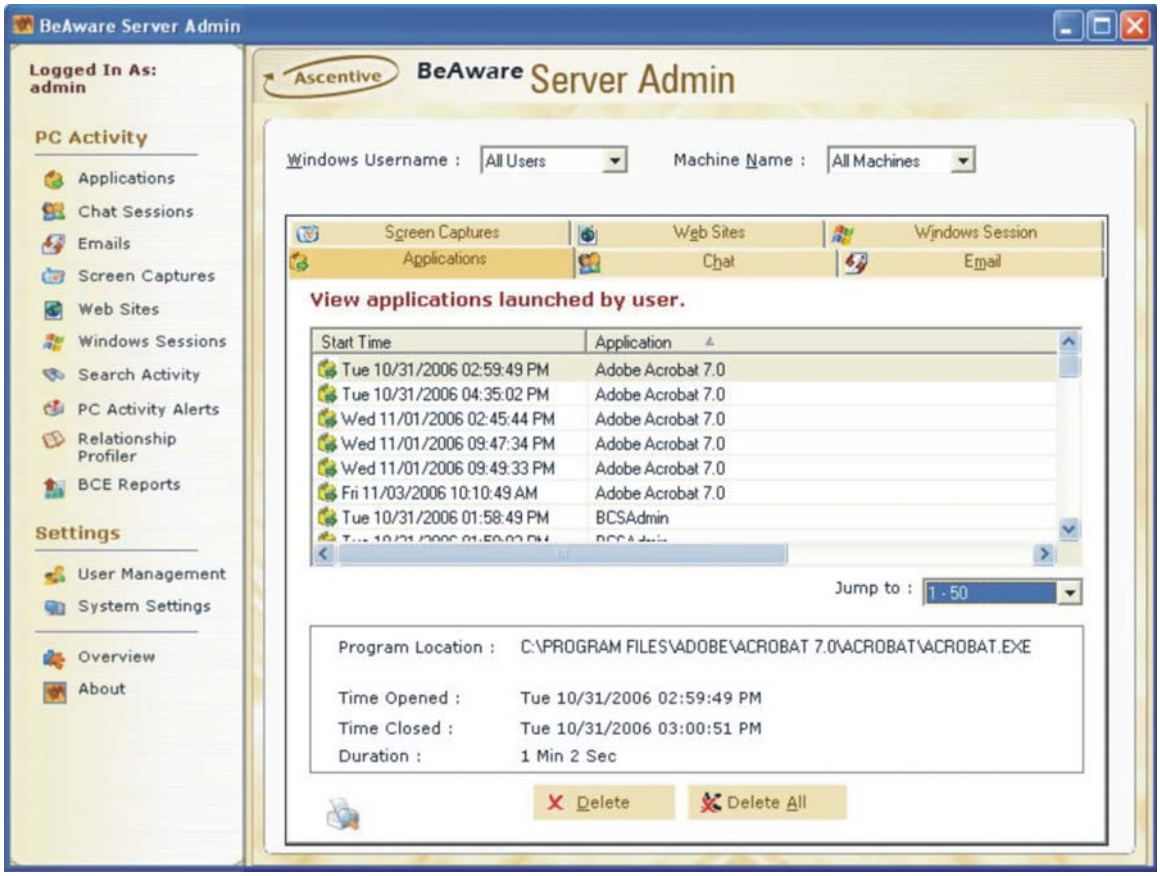
In window of Web Sites/Windows Session, on clicking the print button with magnifying glass, it will directly open the summary Screen of the same.

In window of Screen Capture, on clicking the print button with magnifying glass, it opens the selected Captured screen in HTML view.

Note: *If the data list is blank, then the print button with magnifying glass will not be displayed.*

Applications

The **Applications** tab displays the different applications launched by the monitored user. You can select an entry from the list. The details of the selected entry are displayed at the bottom of the Screen.



Screen Capture 9 - Application Screen

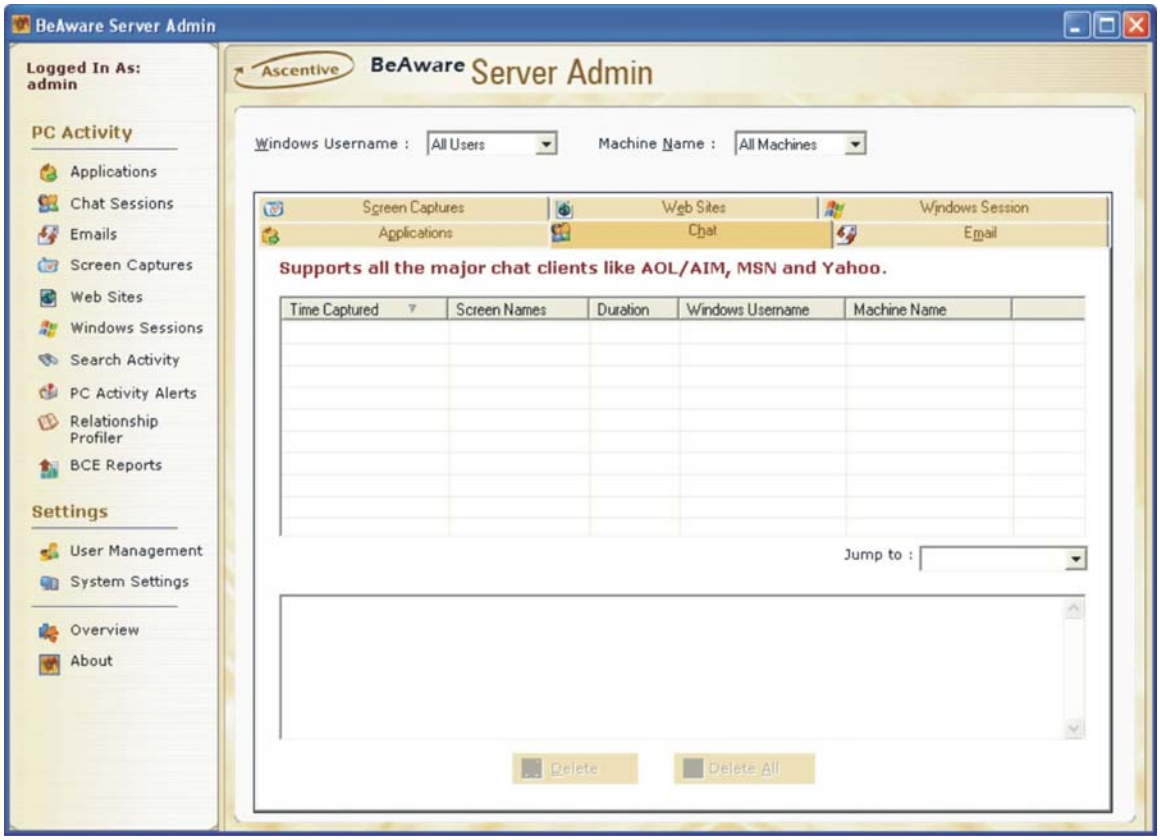
The application window displays the following information from the monitored machine(s):

- **Start Time:** Displays the date and time the user started the application.
- **Application:** Displays the name(s) of the applications launched by the user.
- **Windows Username:** Displays the logged in user's name on the target PC at the time of monitoring.
- **Program Location:** Displays the location where the application is stored.
- **Time Opened:** Displays the start time of the application.
- **Time Closed:** Displays the close time of the application.
- **Duration:** Displays the duration of the application execution.
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.
- Clicking on the **Print** icon, opens an HTML page with Applications data that is currently displayed in the Application Screen. You can save this as an HTML page.

Note: *Click on **Start Time**, **Application,** or **Windows Username** to sort the records.*

Chat

The **Chat** tab displays all of the chats recorded for the user. BeAware monitors all chats done by the user. BeAware supports: AIM©, AOL©, MSN©, and Yahoo©.



Screen Capture 10 - Chat Screen

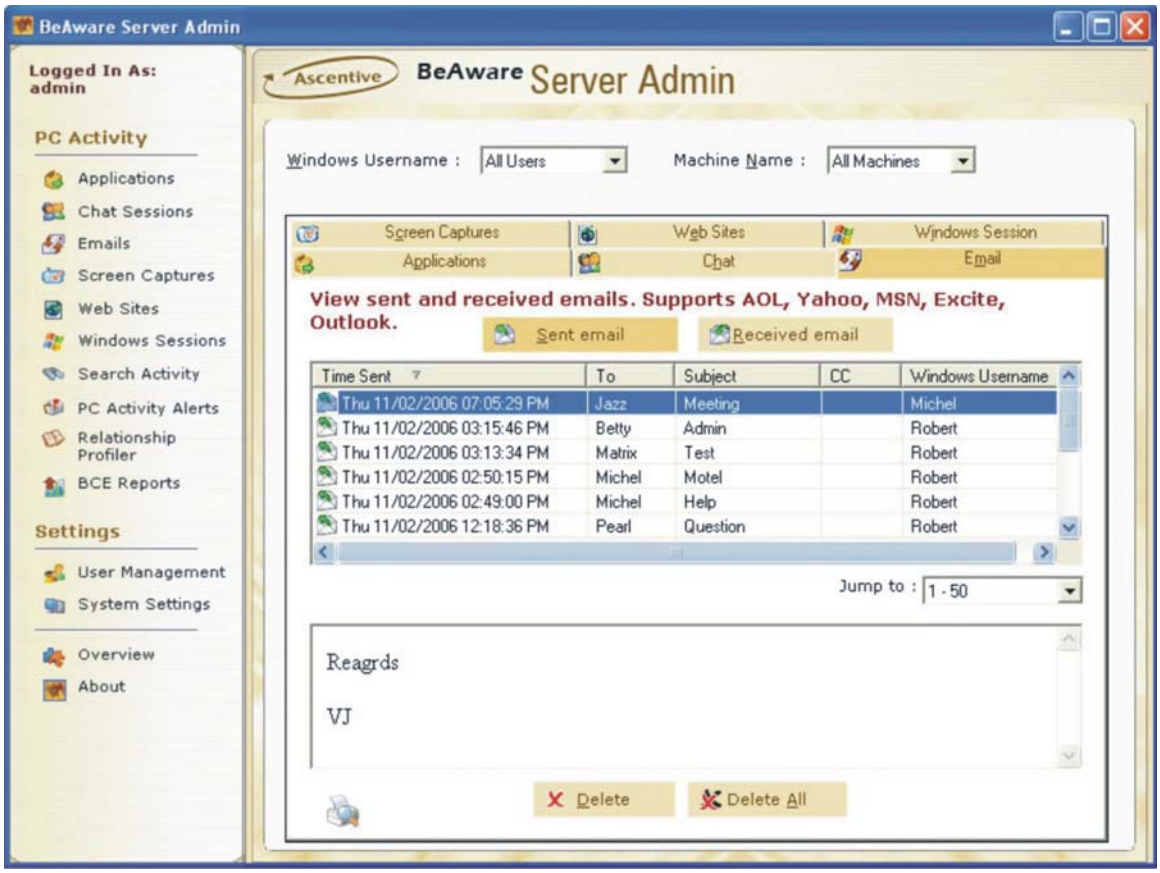
The Chat session window displays the following information:

- **Time Captured:** Displays the date and time the user started the chat session.
- **Screen Names:** Displays the chat screen names of the user.
- **Duration:** Displays the duration of chat sessions.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.
- Clicking on the **Print** icon, opens an HTML page with Applications data that is currently displayed in the Application Screen. You can save this as an HTML page.

Note: *Click on **Time Captured, Screen Names**, **Duration** and **Windows Username List** to sort the record.*

Email

Email tab displays the information of all the Emails sent and received by the user. BeAware supports all major email clients like AOL©, Yahoo©, MSN©, Excite©, and Outlook©.



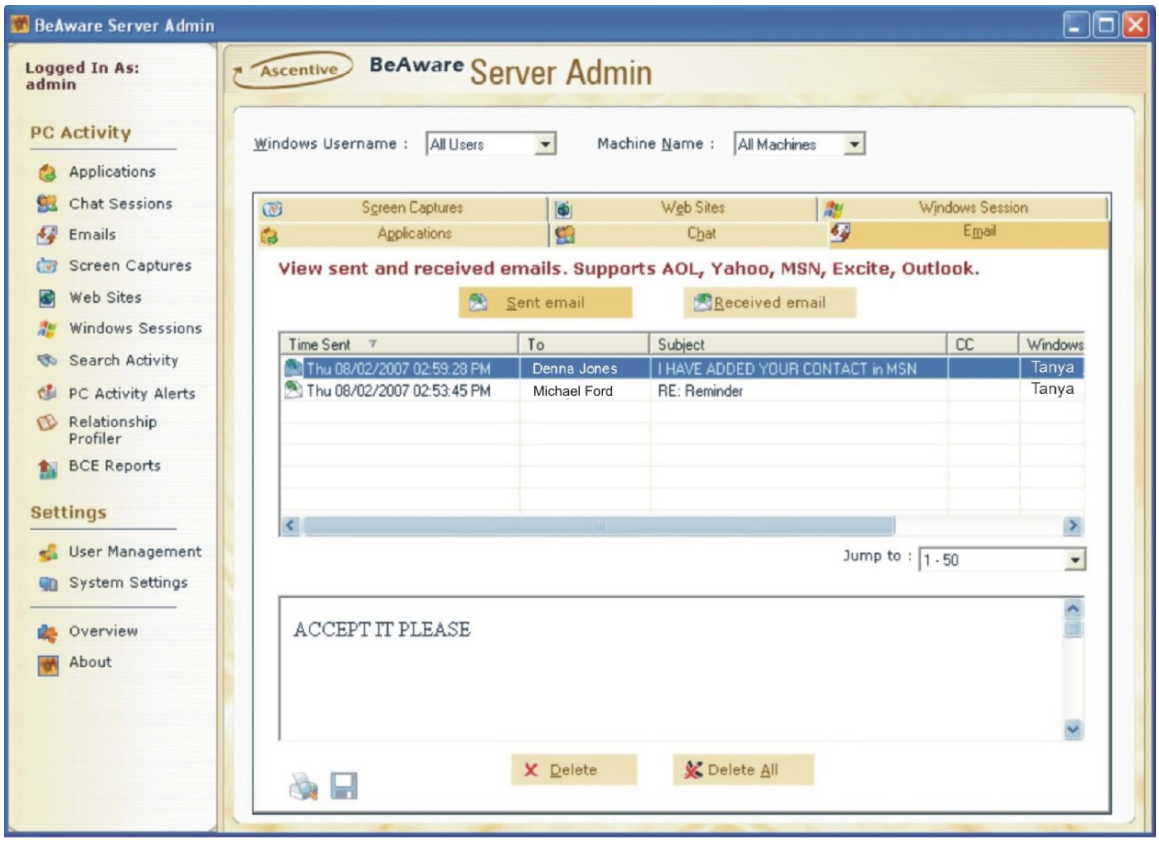
Screen Capture 11 - Email Screen (Sent Email)

The Email window displays the following information:

1) **Sent email**:
Clicking on the **Sent email** button allow you to view all the mails sent by the user. The information displayed by clicking on sent Email button is:

- **Time Sent:** Displays the date and time the user sent the mail.
- **To:** Displays the receivers email address to which the mail was sent.
- **Subject:** The subject displays the subject of the mail, which the user has sent.
- **CC:** Displays the CC information of the email.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.
- Clicking on the **Print** icon, opens an HTML page with Applications data that is currently displayed in the Application Screen. You can save this as an HTML page.

Note: *Click on **Time Sent, To, Subject, CC** and **Windows Username** to sort the record.*



Screen Capture 12 - Email Screen (Received Email)

2) **Received email**:

Clicking on the **Received email** button allow you to view the mails received by the user. The information displayed by clicking on received Email button is:

- **Time Received:** Displays the date and time the user received the mail.
- **From:** Displays the senders email address.
- **Subject:** Displays the subject of the mail, which the user has received.
- **CC:** Displays the CC information of the email.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.
- Clicking on the **Print** icon, opens an HTML page with Applications data that is currently displayed in the Application Screen. You can save this as an HTML page.

Note: Click on **Time Received, From, Subject, CC** and **Windows Username** to sort the record.

Screen Captures

Screen Captures tab displays all the screen shots on user's PC captured by BeAware.

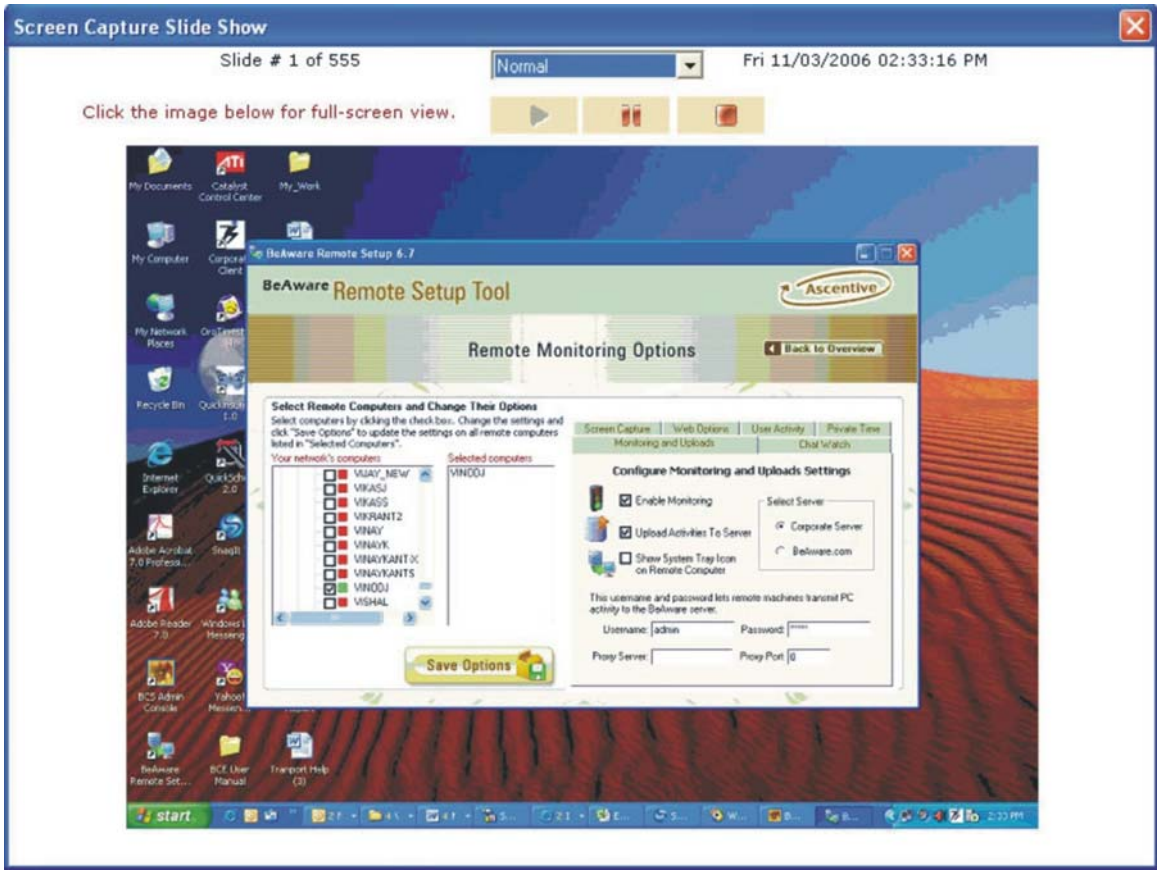
Screen Capture 13 - Screen Capture Screen

The Screen Shot tab displays the following information:

- **Time Captured:** Displays the date and time the screen capture was taken.
- **Machine Name:** Displays the target machine's name.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete all:** This button deletes all the entries for the selected filters and not just the listed entries.
- **Slide Show:** Click on slide show to view the captured images in slide show.
- Clicking on the **Print** icon, opens an HTML page with Applications data that is currently displayed in the Application Screen. You can save this as an HTML page.

Note: *Click on **Time Captured, Machine Name** and **Windows Username** to sort the record.*

Click on **Slide Show** to view the captured screens in Slide Show mode.



Screen Capture 14 - Slide Show

The user can set the following options while viewing the Screen Captures in the slide show:

- The user can view the slide in Normal, Fast or Slow mode by selecting the desired mode from the drop down list given.
- The Screen Capture Slide Show gives the information on which day, date and time the screen was captured.
- Buttons for Play, Pause and Stop is given.

: **Play Button**

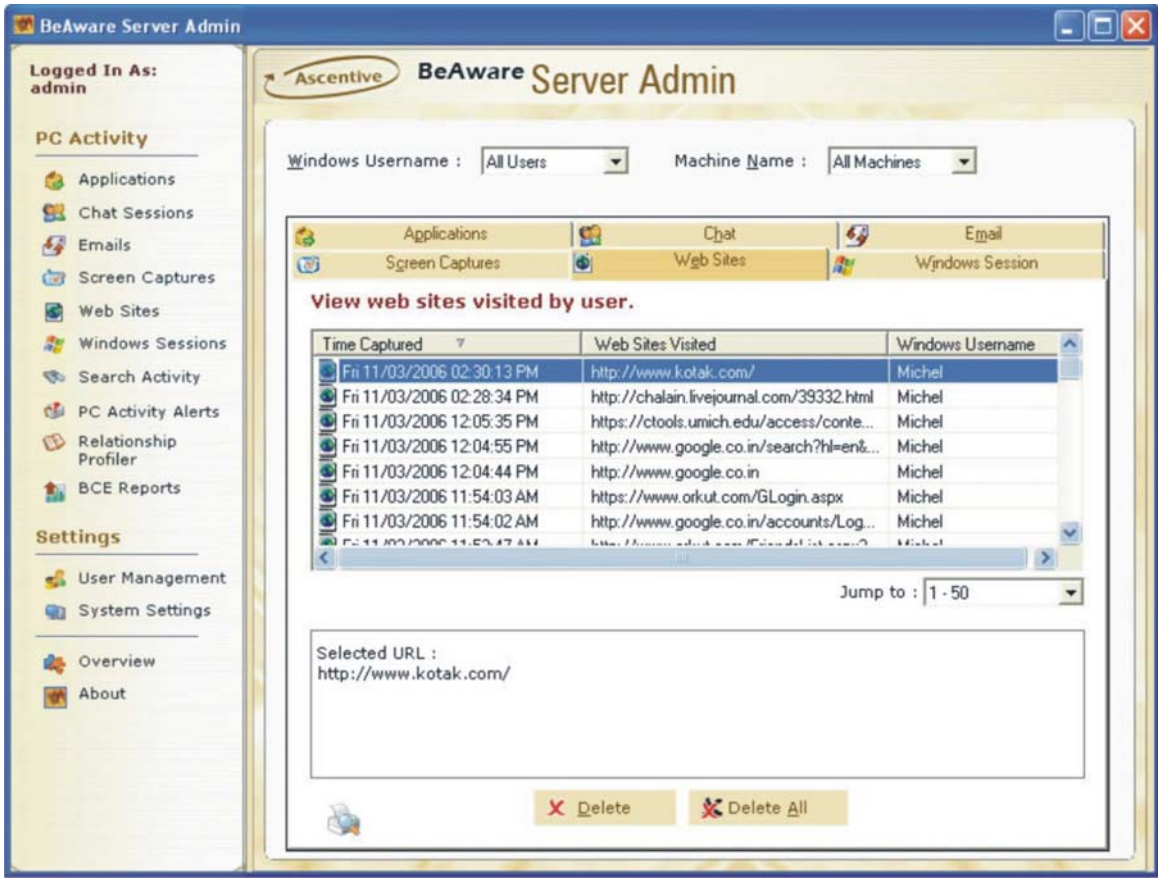
: **Pause Button**

: **Stop Button**

- Double click on the image, shown in the slide show; it will be displayed in full screen.

Web Sites

Web Sites tab displays URL of the web sites visited by user.



Screen Capture 15 - Web Sites Screen

The Web Site window displays the following information:

- **Time Captured:** Displays the date and time the user visited the specific web-site.
- **Web Site Visited:** Displays the address of the websites, which were visited by the user.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete all:** This button deletes all the entries for the selected filters and not just the listed entries.
- Clicking on the **Print** icon, opens an HTML page with Applications data that is currently displayed in the Application Screen. You can save this as an HTML page.

Note: Click *on* ***Time Captured, Web Site Visited*** *and* ***Windows Username*** *to sort the record.*

Windows Session

Windows Session tab displays the information regarding user's login/logout history.

Screen Capture 16 - Windows Session Screen

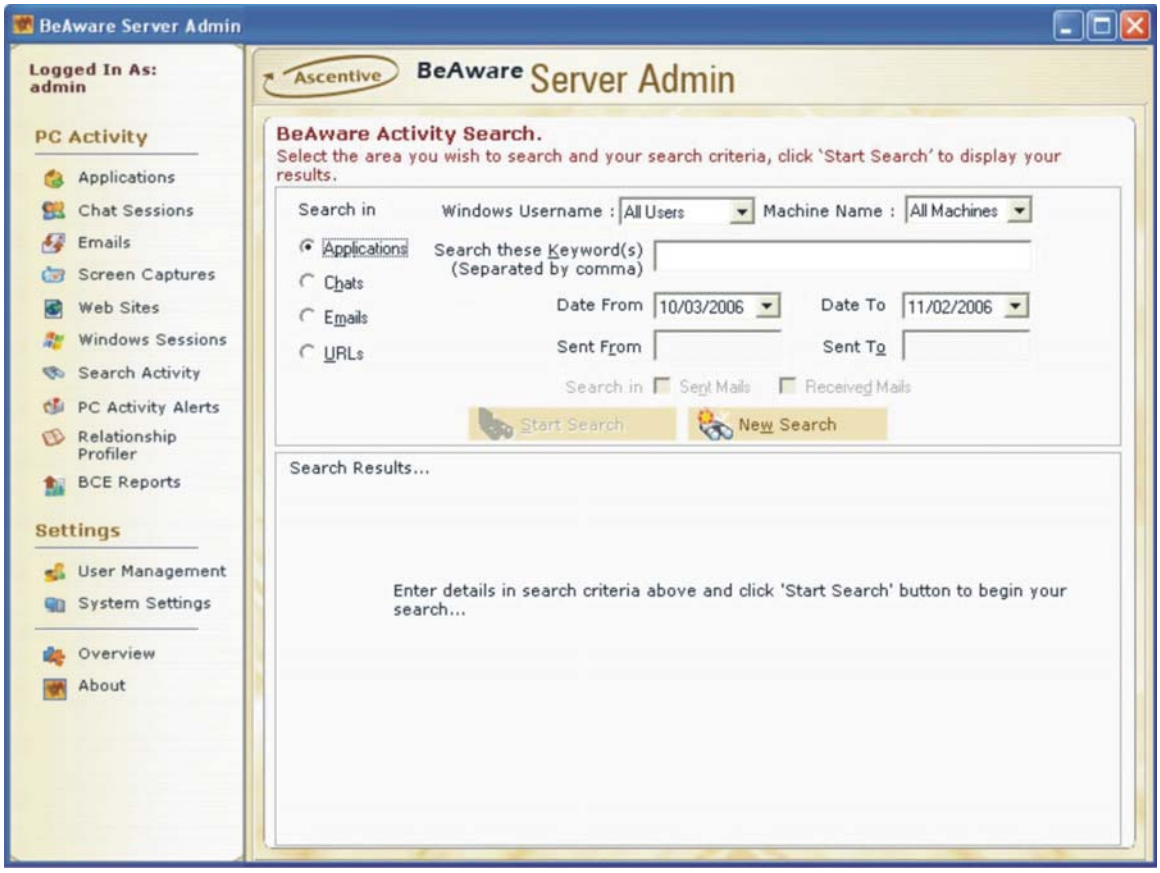
The Windows Session displays the following information:

- **Startup or Shutdown Time:** Displays the date and time of the windows session on the user's machine.
- **Activity:** Displays the user's activities on monitored PC.
- **Machine Name:** Displays the name of the machine, which the user is using.
- **Windows Username:** Displays the logged in user's name on the target PC
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.
- Clicking on the **Print** icon, opens an HTML page with Applications data that is currently displayed in the Application Screen. You can save this as an HTML page.

Note: Click *on* ***Startup or Shutdown Time, Activity, Machine Name*** *and* ***Windows Username*** *to sort the record.*

Search Activity

The **Search Activity** displays search result that matches the specified search criteria.



Screen Capture 17 – Search Activity Screen

The Content Search Screen contains two segments — Search Criteria and Search Result.

Search Criteria

The search is specifically based on keyword(s) that you specify in the keywords text box. But, before that we need to select the category for which the data has to be searched, i.e. Applications/Chats/Emails/Web sites data.

The data to be searched can be filtered on following two fields which are common to all search categories.

Windows Username: Click on the **Windows Username** drop down list. It will display the names of all users whose system is monitored by BeAware. Select the desired Window's User Name from the drop down list.

Machine Name: Click on the **Machine Name** drop down list. It will display the names of all the machines monitored by BeAware. Select the desired machine name from the drop down list.

For Applications data click on **Applications** as **Search In** category and fill in information for the following fields to build search criteria.

- **Keywords:** Enter keyword(s).
- **Date From:** Select date from which the data is recorded.

- **Date To:** Select date up to which the data is recorded.

For Chats data click on **Chats** as **Search In** category and fill in information for the following fields to build search criteria.

- **Keywords:** Enter keyword(s).
- **Date From:** Select date from which the data is recorded.
- **Date To:** Select date up to which the data is recorded.
- **Sent From:** Enter name of person who has sent chat message.
- **Sent To:** Enter name of person to whom the chat message has been sent.

For Emails data click on **Emails** as **Search In** category and fill in information for the following fields to build search criteria.

- **Keywords:** Enter keyword(s).
- **Date From:** Select date from which the data is recorded.
- **Date To:** Select date up to which the data is recorded.
- **Sent From:** Enter name of person who has sent chat or email message.
- **Sent To:** Enter name of person to whom the chat message has been sent.
- **Sent Mails:** Check this option to get sent mails.
  Uncheck this option to filter sent to mails.
- **Received Mails:** Check this option to get received mails.
  Uncheck this option to filter received mails.

For Web sites data click on **URLs** as **Search In** category and fill in information for the following fields to build search criteria.

- **Keywords:** Enter keyword(s).
- **Date From:** Select date from which the data is recorded.
- **Date To:** Select date up to which the data is recorded.

Now click on **Start Search** button to begin search. To clear current search criteria click on **New Search** button.

Search Result

The recorded data that matches the specified search criteria gets displayed in the Search Result segment of **Search Activity** Screen.

If the search result is for Applications category, then following information gets displayed.

- **Start Time:** Displays the date and time the user started the application.
- **Application:** Displays the name(s) of the applications launched by the user.
- **Windows Username:** Displays the logged in user's name on the target PC at the time of monitoring.

On selecting an item from the search result list following information gets displayed.

- **Program Location:** Displays the location where the application is stored.
- **Time Opened:** Displays the start time of the application.
- **Time Closed:** Displays the close time of the application.
- **Duration:** Displays the duration of the application execution.

Note: *Click on **Start Time**, **Application,** or **Windows Username** to sort the records.*

If the search result is for Chats category, then following information gets displayed.

- **Time Captured:** Displays the date and time the user started the chat session.
- **Screen Names:** Displays the chat screen names of the user.
- **Duration:** Displays the duration of chat sessions.
- **Windows Username:** Displays the logged in user's name on the target PC.

On selecting an item from the search result list displays the chat message.

Note: *Click on* ***Time Captured, Screen Names****,* ***Duration*** *and* ***Windows Username*** *to sort the records.*

If the search result is for Emails category, then following information gets displayed.

1) If **Sent Mail** option of Search Criteria is selected

- **Time Sent/Received:** Displays the date and time the user sent the mail.
- **To:** Displays the receiver's email address to which the mail was sent.
- **Subject:** The subject displays the subject of the mail, which the user has sent.
- **CC:** Displays the CC information of the mail.
- **Windows Username:** Displays the logged in user's name on the target PC.

Note: *Click on* ***Time Sent, To, Subject, CC*** *and* ***Windows Username*** *to sort the records.*

2) If **Received Mail** option of Search Criteria is selected

- **Time Sent/Received:** Displays the date and time the user received the mail.
- **From:** Displays the senders email address.
- **Subject:** Displays the subject of the mail, which the user has received.
- **CC:** Displays the CC information of the mail.
- **Windows Username:** Displays the logged in user's name on the target PC.

Note: *Click on* ***Time Sent, From, Subject, CC*** *and* ***Windows Username*** *to sort the records.*

3) If both **Sent Mail** and **Received Mail** option of Search Criteria is selected

- **Time Sent/Received:** Displays the date and time the user sent the mail.
- **To:** Displays the receiver's email address to which the mail was sent.
- **From:** Displays the sender's email address.
- **Subject:** The subject displays the subject of the mail, which the user has sent.
- **CC:** Displays the CC information of the mail.
- **Windows Username:** Displays the logged in user's name on the target PC.

Note: *Click on* ***Time Sent, To, From, Subject, CC*** *and* ***Windows Username*** *to sort the records.*
On selection an item from the search result, displays an email message.

If the search result is for URLs category, then following information gets displayed.

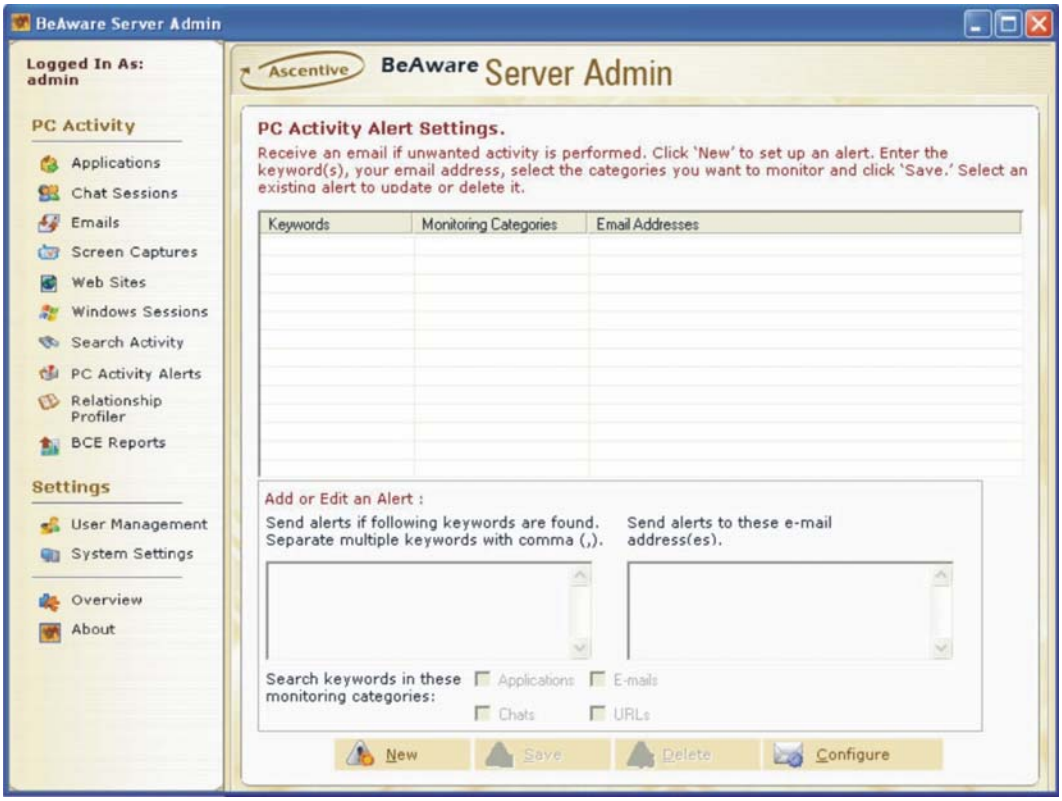
- **Time Captured:** Displays the date and time the user visited the specific web-site.
- **Web Site Visited:** Displays the address of the websites, which were visited by the user.
- **Windows Username:** Displays the logged in user's name on the target PC.

On selecting an item from the search result list displays the entire URL.

Note: Click *on* ***Time Captured, Web Site Visited*** *and* ***Windows Username*** *to sort the records.*

PC Activity Alerts

The **PC Activity Alerts** displays PC Activity Alert Settings Screen.



Screen Capture 18 – PC Activity Alerts Screen

The PC Activity Alert Setting contains three segments — Keywords, Monitoring Categories and Email Addresses.

PC Activity Alert Setting

Before Setting PC Activity Alert click on the **Configure** button which is given on the below side of the window. On clicking the **Configure** button you will get this window.

Screen Capture 19 – Mail Server Configuration.

Here you need to set SMTP server setting for sending alerts mails

- **Mail Server (Mandatory Field):** Enter the mail server address through which mail will be sent.
- **E-mail Address (Mandatory Field):** Enter a valid email address which uses the SMTP server to send the mail.
- **Username:** Enter username of that concerned machine.
- **Password:** Enter password of that concerned username.

To save the record click on the **Save** button, to cancel the record click on the **Close** button.

The setting is specifically based on keyword(s) that you specify in the keywords text box. Select the category for which alert setting is being done, i.e. Applications/Chats/Emails/Web sites data.

For setting alert for any category first you need to click on the **New** button which is given on the bottom side of the window. After clicking the **New** button you need to enter the following information in their consequent boxes:

- **Keywords:** Enter keyword(s) for which you want to set the alert.
- **Email Address (es):** Enter the email address (es) to which alerts should be sent.
- Select the category for which you are setting the alert.

After this click on the **Save** button which is given in the **PC Activity Alerts** window. Once the record is saved it is displayed in the grid shown on the above part of the **PC Activity Alerts** window. If you want to delete any one or all alert, select that particular alert from the grid and press on the **Delete** button which is in the **PC Activity Alerts** window.

Note: Click *on* ***Keyword, Monitoring Categories*** *and* ***Email Addresses*** *to sort the records.*

Relationship Profiler

Relationship Profiler shows relationship of employee in an organization on the basis of their Email transactions and conversations.

Click on Relationship Profiler below the title **PC Activity**, you see the following screen.

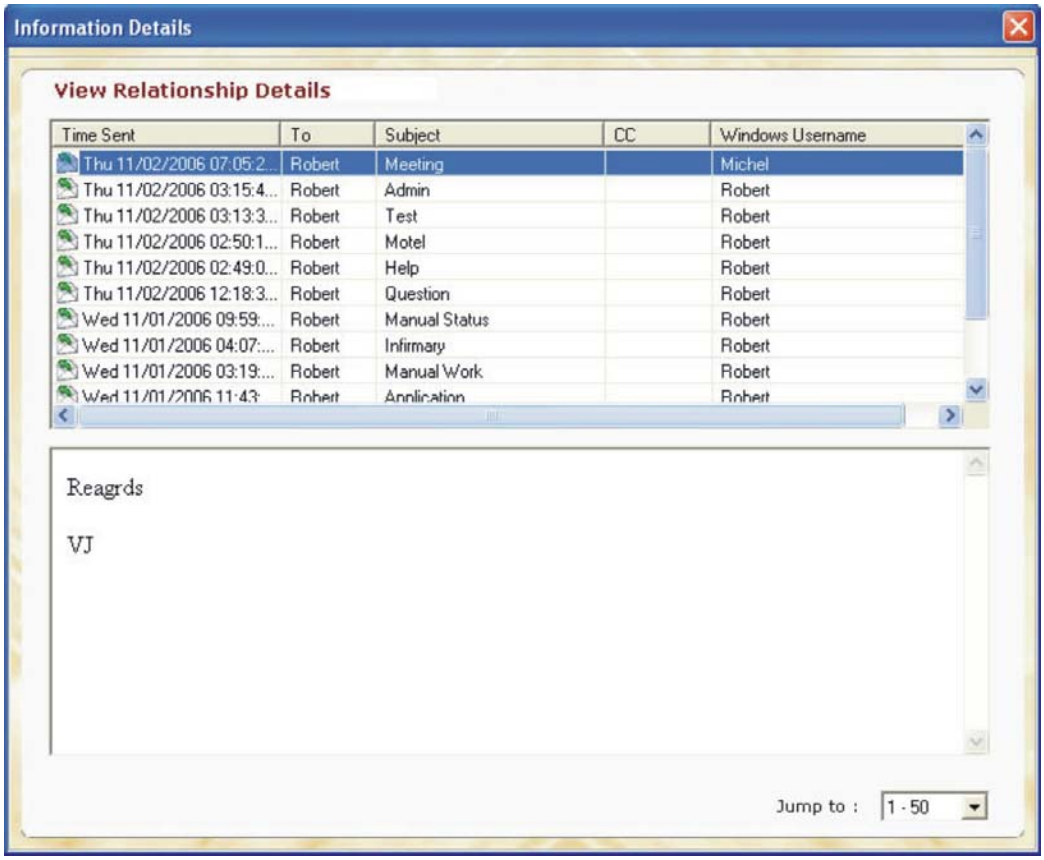
Screen Capture 20 – Relationship Profiler Screen

The Relationship Profiler screen displays the following information

- Select **Windows UserName**.
- Select **Machine Name**
- Select **From** Date
- Select **To** Date
  From date – **To** date shows all Email and Chat transactions between two dates.
- Select **Category** – You must Select at least one category (**All** or **Email** or **Chat)**.
  a) All - Email and Chat transactions.
  b) Email - Email communication of sender and receiver.
  c) Chat - Chat between two people.
- Click on **Show** – You can see the selected information in table format.
- **From –** Windows User Name display.
- **To** - Recipient name display.
- **Total** – Total transactions between sender and receiver display.
- **Type** - Email or Chat category display.

- **Jump to** – Select 1-50, first 50 email or chat transactions display.

Select **Email** or **Chat** transaction and double click to View the content of that particular email or chat. The Relationship Details window will be opened.



Screen Capture 21 – Relationship Detail Screen

BCE Reports

The **BCE Reports** has been designed to allow administrators to view various reports based on Applications, Chats, Emails, Websites and Keyword alerts. The following screen displays the view of BCE Reports

Screen Capture 22 – BCE Reports Screen

All the options in the dialog box are disabled unless you select any report option from the displayed options.

Viewing Reports

You can easily view the selected report in BeAware Application. It allows you to view reports based on applications, chats, Emails, Websites and Keyword Alerts.

Applications:

You can view reports on **Top Application Executed** and **Top Application Users**.

The **Top Applications Executed** report shows you the five most accessed applications in the selected duration.

The **Top Application Users** report shows the users that accessed maximum applications.

Chats:

The **Chats** report section allows you to view reports on **Users Chatting Most Frequently**, **Favourite Chat Clients** and **Top Chat Partners**.

The **Users Chatting Most Frequently** report will show you the users who are chatting most frequently. It will show you maximum five users.

The **Favorite Chat Clients** reports displays the chat clients used for chatting. BeAware supports MSN, Yahoo and AIM.

The **Top Chat Partners** report shows the chat partners chatting frequently.

Emails:

You can view **Users Most Frequently using Webmail**, **Top Mail Senders** and **Top Mail Receivers** reports

The **Users Most Frequently using Webmail** report shows the users using webmail most frequently.

The **Top Mail Senders** report shows the users sending the mails most frequently.

The **Top Mail Receivers** report shows the users receiving mails most frequently.

Websites:

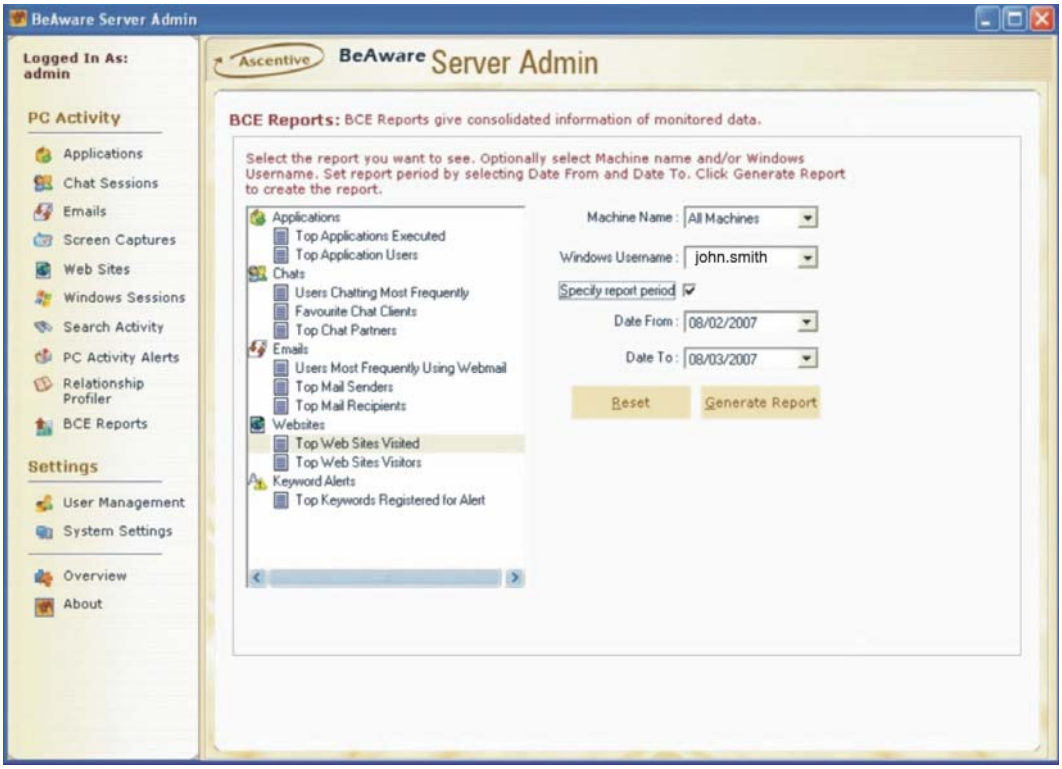
You can view **Top Web Sites Visited** and **Top Web Site Visitors** reports.

The **Top Web Sites Visited** report shows the most frequently visited web sites.

The **Top Web Site Visitors** shows the users visiting web sites most frequently.

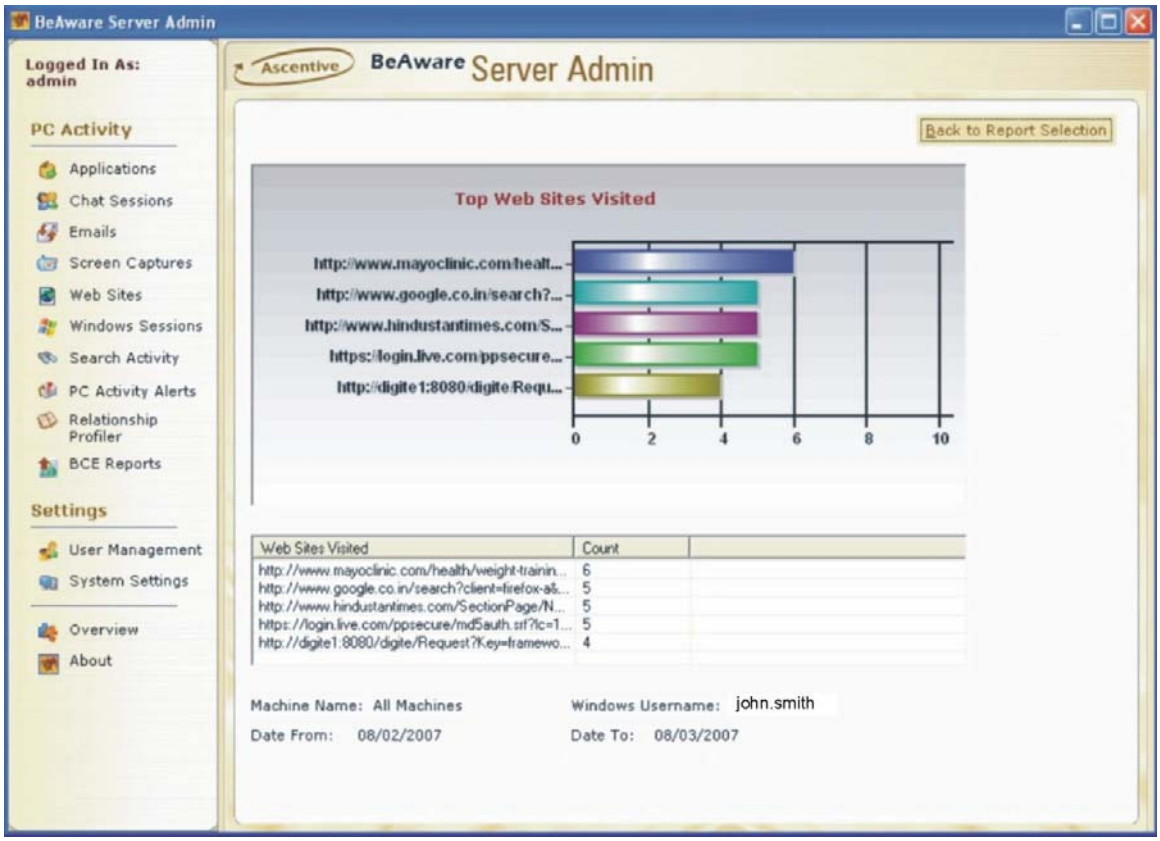
Following are the steps to view these reports

1. Click on the option of the report e.g. **Top Web Sites Visited**.
2. Select the Machine Name from the list.
3. Select the Windows username from the list.
4. Check **Specify report period checkbox**.
5. Specify the Date From and Date to in their respective text boxes. Refer to following screen shot.



Screen Capture 23 - Report Settings

The following screen shot displays the **Top Web Sites Visited Report**.



Screen Capture 24 - Top Web Sites Visited Report

Keyword Alerts :

BeAware allows you to view a keyword alert report. The administrator can set keywords for application's web sites, emails and chats. Whenever the users use these words in applications, mails, web pages or chat, BeAware notifies and reflects the status in this report.

The **Keyword Alerts** report shows the frequency of usage of these keywords.

User Management

User Management manages BeAware server users.

Screen Capture 25 - User Management Screen

Create New User

Clicking on **New** button allows you to create a new BeAware user. You can also enter the user's information in the following given fields:

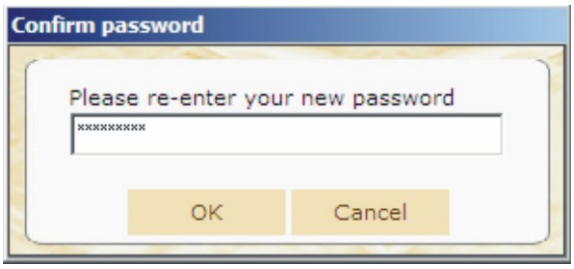
- **Username**: Enter username for the user.
- **Password**: Enter the Password for the user.
- **First Name**: Enter First Name of the user.
- **Last Name**: Enter Last Name of the user.
- **Job Title**: Enter the Job Title of the user.
- **Description**: Enter description for the user.

You can create two types of users, which are:

- **Admin Users:** These users can login into Server Admin Console and view the uploaded information.
- **Non Admin Users:** These users can only upload information. They cannot login to the admin console.

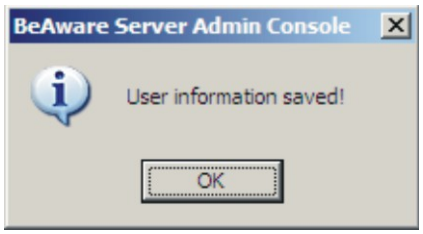
Save User Information

Save User Information: To save the data of the new user, **click** on **Save User Information** button. A dialog box will appear to confirm the password.



Screen Capture 26 – Password Screen

Enter the password and click on **OK**. It will display the following message:



Screen Capture 27 – Save Message

The information entered for the new user gets saved and the user is listed in the Users list.

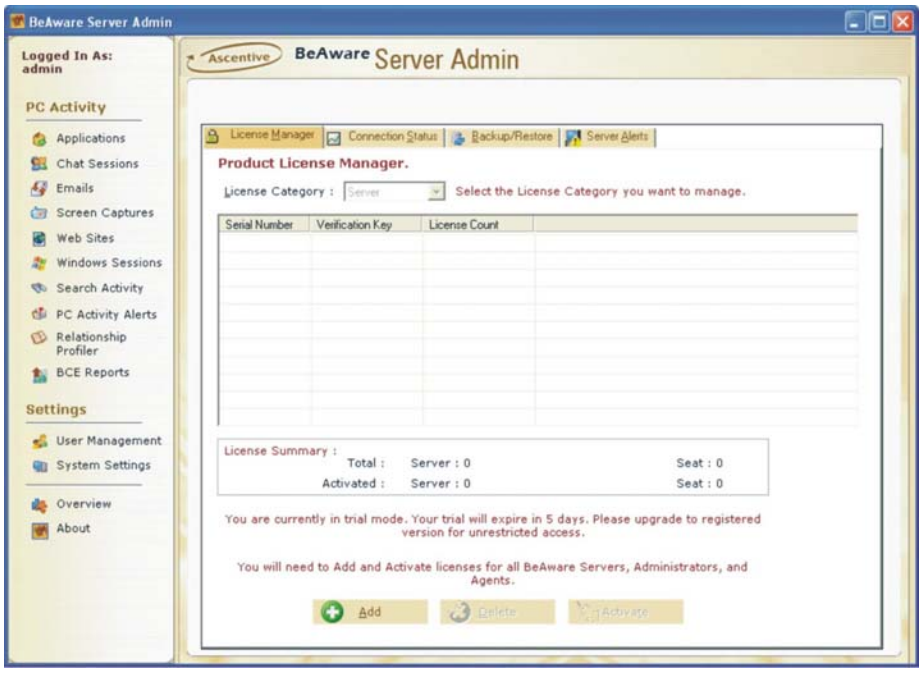
Delete User

Delete: To delete the record, select any user and click on the **Delete** button. The user will be deleted from the user group.

Note: *At least one **Admin User** is mandatory. It cannot be deleted.*

System Settings

License Manager



Screen Capture 28 - License Manager Screen

License Keys

There are two types of License Keys:

- **Server** – Activates the BeAware Server to allow uploading, storage, and viewing of data.
- **Seat** – The seat account can be used as Admin or Agent. Admin accounts allow full control of the BeAware system. It allows for accessing the Admin application to view data, make system changes and configure users. Agent accounts only allow uploading. Agents can not access the Admin application, make any system changes or configuration changes.

The BeAware license keys are created by using the unique hardware configuration of the computer. A license key activated for a particular computer cannot be installed on the other computer. For example, if you have taken a license of 10 Seat accounts and have installed the application on 10 computers, you will not be able to use the application on the eleventh machine. In case, a machine with a license key goes out of order, you need to call Ascentive sales representatives to get new license keys.

The server license allows you to install BeAware server application and Seat license allows you to install Admin and/or Agent application on a computer.

You must activate your License Keys the first time you use BeAware. If you do not activate your keys, you will not be able to access the Admin application and no data will be allowed to upload from the monitored machines.

Each key is licensed for a set number of users for access. If you have taken 10 seat licenses and installed the application on 10 specific machines, the application will work only from those 10 machines.

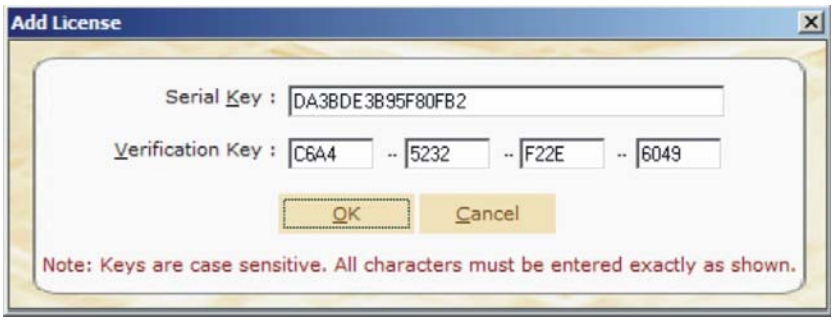
Note : *License keys are machine specific and the application will work from the machine where the license key was installed for the first time.*

License Manager

The License Manager allows registration of various categories of BeAware Corporate Server.

- Select Category from the License Category drop down list.
- Click on the Add button.
- The BCS Key will be provided to you by the vendor.

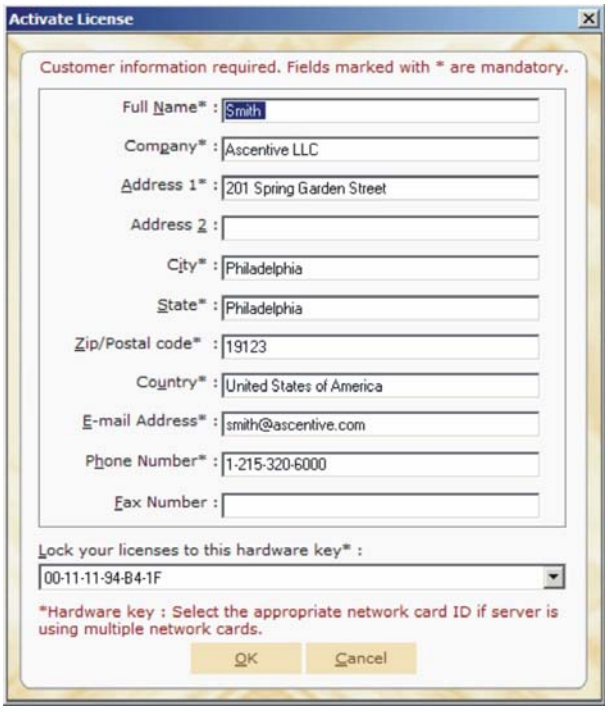
- **Add:** Click on **Add** button to enter License for selected category, **Add License** dialog box will be displayed asking the user to enter the **Serial Key** and **Verification Key** for the new category.



Screen Capture 29 – Adding License

OK: Click on **OK** button to register the new category.

- **Activate:** Click on the **Activate** button to activate the new category, it will display the **Active License** dialog box. Fill the required client information in the dialog box that is displayed.



Screen Capture 30 – Activating License

Enter all information above for whom the software will be registered to.

To ensure that no copies of the software may be shared with unlicensed users, your registration is tied to the ID number of the network card installed on the machine. By default, the active network card is selected automatically. If multiple cards exist in the machine, select one of the cards to tie your license to. If for any reason the card is removed permanently from the system, you will need to contact your sales representative or vendor for replacement keys in order to use BeAware.

Once you have entered all of the information and selected the network card to lock your license to, click **OK** button to activate the category. Confirmation of the activation will be displayed immediately.

Activated license key is indicated by an open lock icon.

- **Delete:** Press on **Delete** button to delete the license key that is added but not activated.

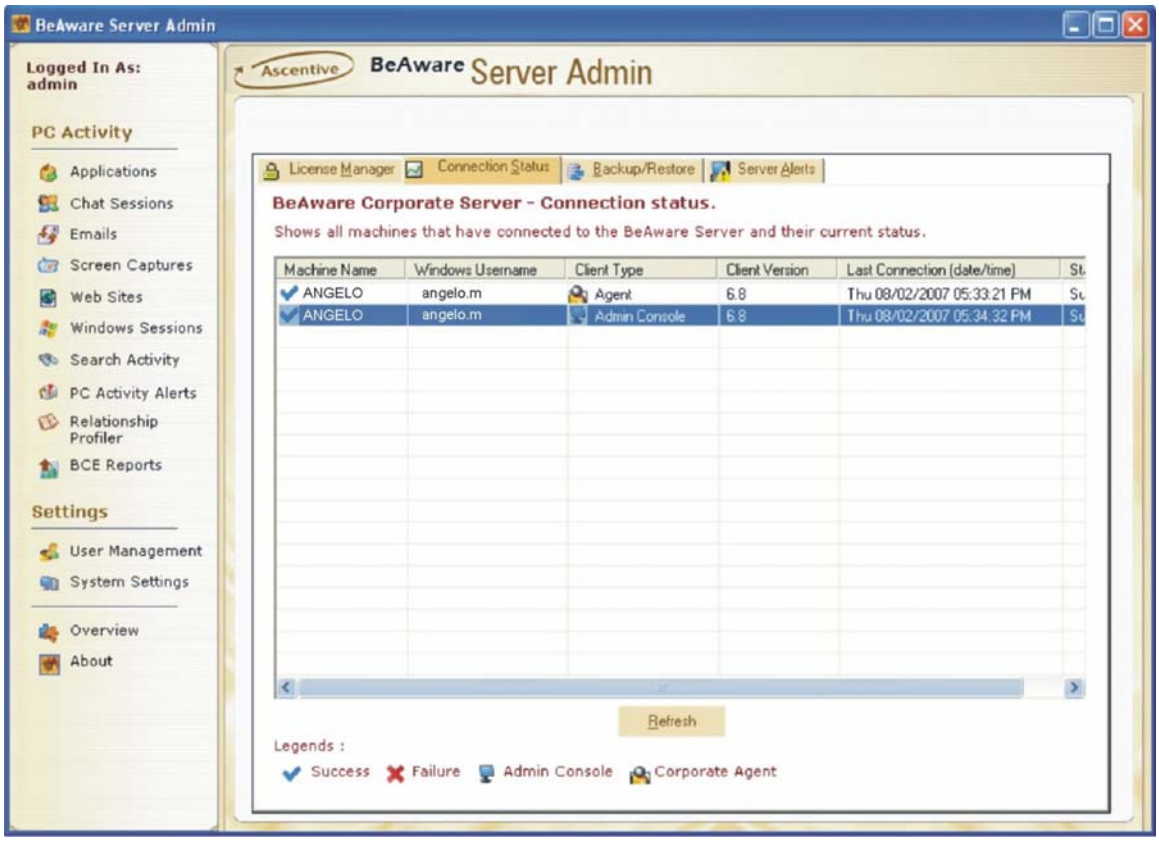
There are three categories of License Manager, which are:

- **Server**: Add license for the Server (Only one server license can be added).
- **Admin**: Add Licenses for the admin console application.
- **Agent:** Add Licenses for the BCS Agent.

Product License Manager displays the following information:

- **Serial Number:** Displays the serial number entered for the concerned server, admin or agent. The close **Lock** icon displays that the category Serial Number is not activated. The open **Lock** icon displays that the category serial number is activated.
- **Verification Key:** Displays the verification key that has been allotted to the concerned server, admin or agent.
- **License Count:** It displays number of licenses allotted to a particular category.

Connection Status



Screen Capture 31 - Connection Status Screen

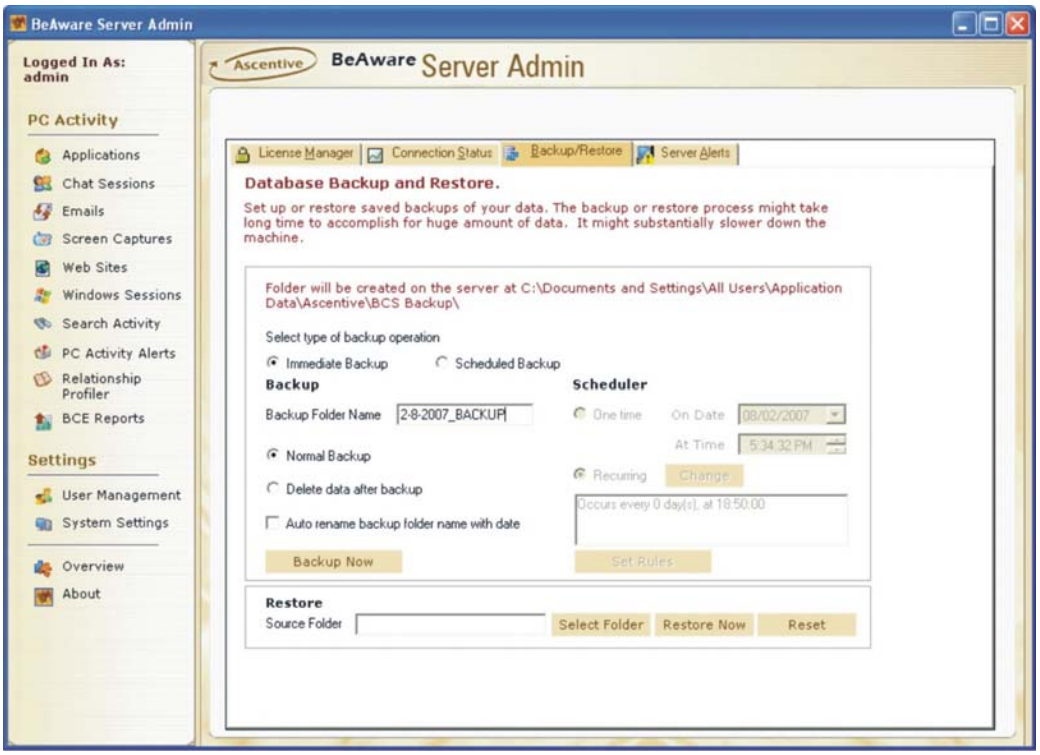
To see the connection status, click on the Server Status tab, it will display the following information:

- **Machine Name:** Displays the machine name of the user.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Client Type:** Displays the category of the user.
- **Client Version:** Displays the version number of the application, which is installed on client's machine.
- **Local Connection (date/time):** Displays the information on which day, date and time the client get connected to server.
- **Status:** Displays the status of monitored machine.

Backup/Restore

Backup/Restore facility allows you to store data from database server to your hard drive. You can also restore data from the hard drive to database server.

- Click on **System Settings** below the title **Settings.**
- Click on **Backup/Restore,** you see the below screen.



Screen Capture 32 – Backup / Restore Screen

Note: *Screen capture images are excluded from backup. User should manually backup the images.*

Normal Backup Process

One Time

a) Immediate Backup - This option is for one time backup. Select the option and specify the Backup Folder Name in the box and select backup options. Click **Backup Now** to take the backup.

b) Scheduled Backup - This option allows you to schedule backups. Select the option, select the scheduling options and click **Set Rules** button to take backup.

c) Backup Folder Name - Enter **Folder Name**, which you want to appear where your backup of database is kept.

d) Normal Backup - Select **Normal Backup** for taking the backup and keeping the data in database.

e) Delete data after backup - Select this option, if you want to delete the current working database after taking the backup.

f) Auto Rename backup folder name with date: - Select this option if you want system to automatically generate the backup folder name if you do not enter **Backup Folder Name.**
Folder to be stored on the disk with date and time. (E.G. 20060904_173403)

g) Set Rules - Click on **Set Rules**.
This will save the Rules specified by you for Normal Backup.

h) Backup Now - Click on **Backup Now** to carry immediate backup.
Your folder contains database files to be stored on the disk.

i) One Time - Select **One Time**
Select the **Date** on which you want the backup.
Select the **Time** at which you want the backup.

Recurring

j) Recurring - Select this option if you want to take database backup on different

frequency and time.
Click on **Change**
Recurring Schedule window opens
Select **Daily** or **Weekly** or **Monthly**
Daily - Select **Every**
Select **Occurs at**
Click on **Set**
Daily backup automatically take place on selected days Time
Weekly - Select **Every**
Select **Day** box.
Select **Time Occurs at**.
Click on **Set**
Weekly backup automatically takes place on selected **week, Day and Time**
Monthly - Select Monthly **Day**
Select **of Every month**
Select Time **Occurs at**
Click on **Set**
Monthly backup automatically takes place on selected day of month and time.

k) Set - Click on **Set** button.
Set Rules for Recurring Backup.

l) Cancel - Click on **Cancel** button.
Closes the **Recurring Schedule** window.

Note – In Normal Backup Recurring, Folder to be stored on disk with name, date and system auto generated number. (e.g. Recurring20060831_162451)

After successful database backup on disk, you can delete database files from server. You can again restore those files on database server.

Note – Further Process is the same as Normal Backup.

System automatically creates database folder if you do not enter **Backup Folder Name.**
Folder to be stored on the disk with date and auto generated number. (E.G. 20060904_173403)

- Select **box**.
- Click on **Backup Now**

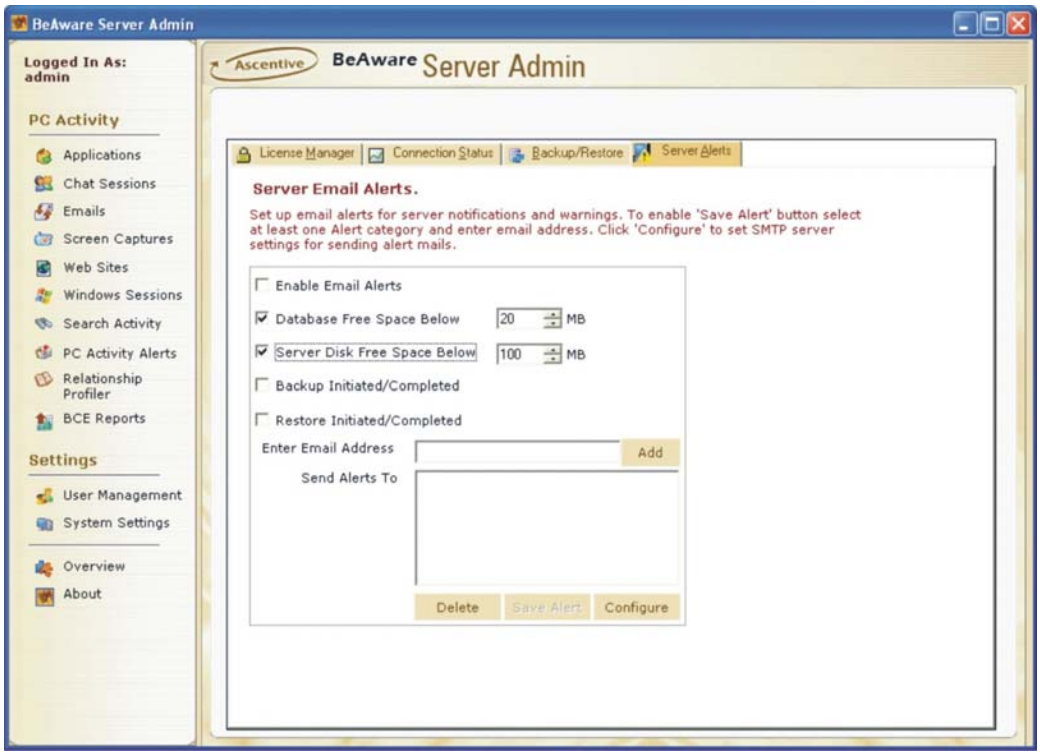
If your data is deleted from database server, you can restore your database files on server and overwrite the data if any in database.

- Click on **Select folder** - Restore Folder window display.
- Double click on selected folder - Folder shows in source folder box.
- Click on **Restore Now** – Your database restores on Server.
- Clicking on **Reset** button will remove the folder name from Source Folder field

Server Alerts

The function of Server Alerts is to set up email alerts for server notification and warnings.

- Click on **System Settings** below the title **Settings**.
- Click on **Set Server Email Alerts** button in **Backup / Restore** window**.** Clicking on **Set Server Email Alerts** button will redirect you to **Server Alert** window of **System Setting.** Server Alert setting details display on your screen.



Screen Capture 33 – Server Alerts Screen

Before setting Server Email alerts click on the **Configure** button which is given in the bottom side of the window. This image will be displayed:

Screen Capture 34 – Mail Server Configuration

Here you need to set SMTP server setting for sending alerts mails

- **Mail Server (Mandatory Field):** Enter the mail server address through which mail will be sent.
- **E-mail Address (Mandatory Field):** Enter a valid email address which uses the SMTP server to send the email.

- **Username:** Enter username of that concerned machine.
- **Password:** Enter password of that concerned username.

To save the record click on the **Save** button, to cancel the record click on the **Close** button.

After that you need to perform the following settings.

- **Enable Email Alert:** Click on the check box of this option if you want to send Email Alert. (By default it is already selected)
- **Database Free Space Below:** If you want to get alert through email when database space goes below the capacity mentioned by you, select this option.
- **Server Disk Free Space Below:** If you want to get alert through email when server's free disk space go below the capacity mentioned by you, select this option.
- **Backup Initiated/Completed:** If you want to get alert through email after the Backup process is Initiated and Completed, select this option.
- **Restore Initiated/Completed:** If you want to get alert through email after the Restore process is Initiated and Completed, select this option.

Enter the **Email Address** to whom you want to send the alert and click on the **Add** button, the same email address will be displayed on the **Send Alerts to** box.

After this click on the **Save Alert** button which is given in the **Save Alerts** window. If you want to delete any of the email address which you have already entered, click on that particular email address in **send Alerts to** box and click on the **Delete** button which is on the **Server Alerts** window.

Note : *Email alert will also be sent when license count is insufficient for connected PCs*

Troubleshooting

Error: Failed to communicate with BCS Server.	**Cause**:	Server connection can not be established.
	Solution:	1) Check the cable connecting the server and the client machines to the network. 2) If this doesn't solve the problem then restart the BeAware service on the server machine.
Error: Server cannot be activated, since no network ID.	**Cause**:	If H/W key option of Activate License Screen is empty.
	Solution:	Check that the network card is working properly. If possible, remove and reinsert network card. Try restarting the machine.
Error: Unable to retrieve user information.	**Cause**:	The users list is not displayed in Server Status Screen.
	Solution:	Please try restarting BCS Admin Console.
Error: Failed to create Registration Key.	**Cause**:	Registration key could not be created.
	Solution:	Current Windows user must have rights to modify registry. User should login with appropriate credentials.
Error: Unable to decompress the screen captures.	**Cause**:	Files containing screen captures are in compressed form. Decompression fails because of failed ActiveX control's registration.
	Solution:	Reinstall BeAware Server application.
Error: Error connecting to server.	**Cause**:	If Login fails.
	Solution:	1) Check the cable connecting the server and the client machine. 2) If this doesn't solve the problem then restart the BeAware service on the server machine.
Error: Server Not Found.	**Cause**:	Server is not available.
	Solution:	1) Check the cable connecting the server and the client machines to the network. 2) If this doesn't solve the problem then restart the BeAware service on the server machine.

For additional support for your software, please visit our support site at:

http://www.ascentive.com/support/new

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